

To: Operations & Scheduling Committee

Date: 11/21/2023

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

**SUBJECT: Fixed Route Operating Reports for October 2023**

The following represent the numbers that are most important to staff in evaluating the performance of the fixed route system:

	FY23-24		<u>Annual Goal*</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
<b>Total Passengers</b>	251,298	219,266	
<b>Average Weekday</b>	10,375	9,233	
<b>Pass/Rev Hour</b>	15.3	13.9	Standard Goal > 17.0
<b>Missed Trips</b>	0.26%	0.32%	Standard Goal < 0.25%
<b>Miles between Road Calls</b>	27,872	35,546	Standard Goal > 18,000

\* Based on current standards from updated S RTP

### Analysis

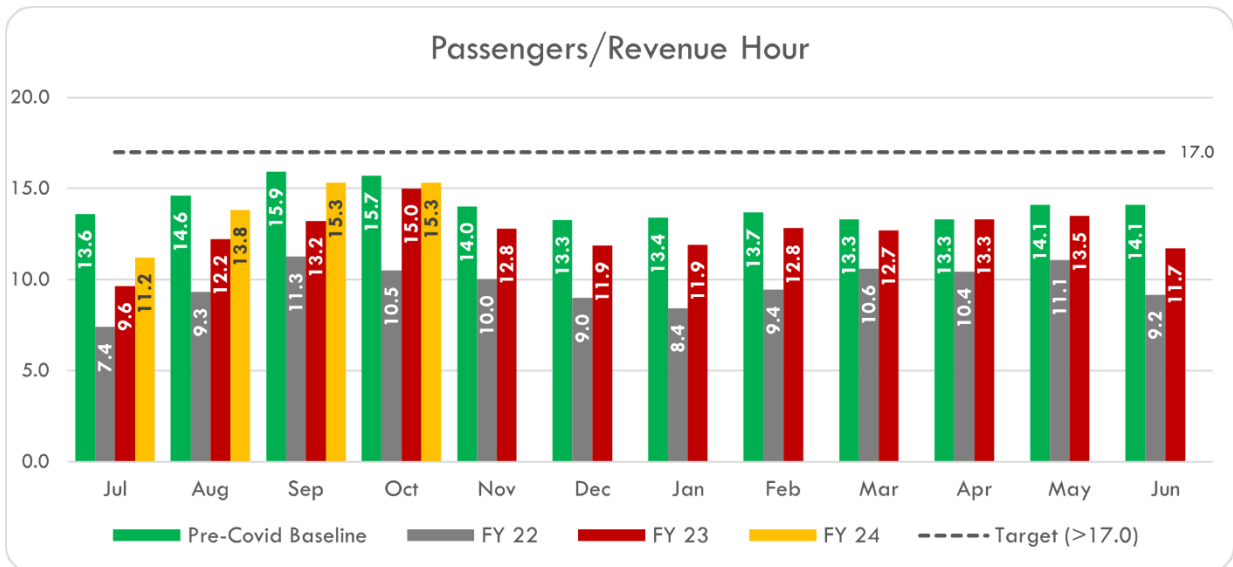
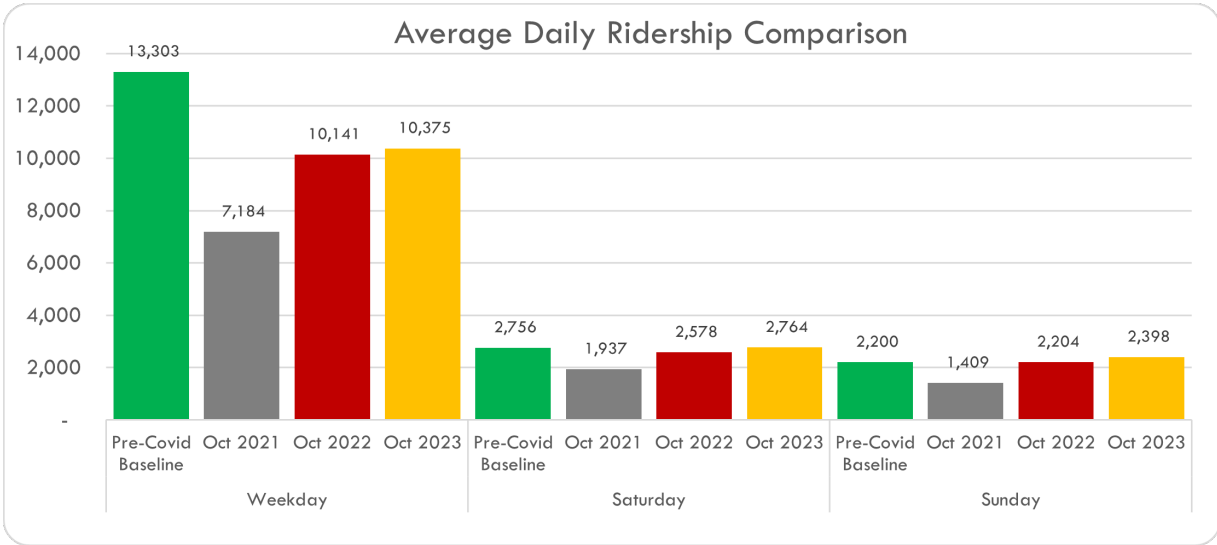
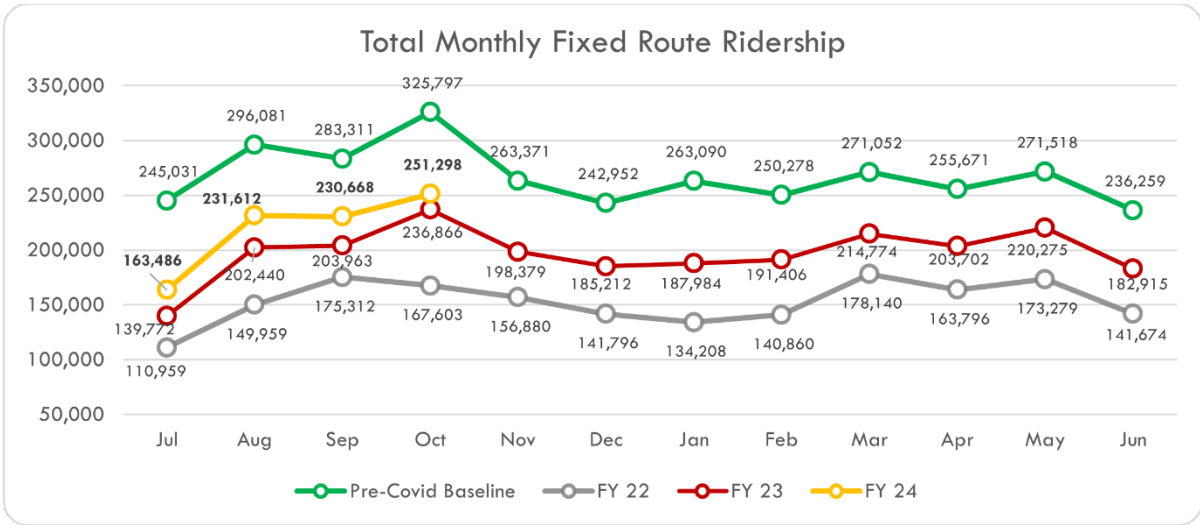
Average weekday ridership was higher in October 2023 (10,375 passengers) than the previous month of September 2023 (10,354 passengers) and is 2.3% higher than October 2022 (10,141 passengers). County Connection also ran a total of four BART Bridges on two weekends in October which served 19,743 passengers.

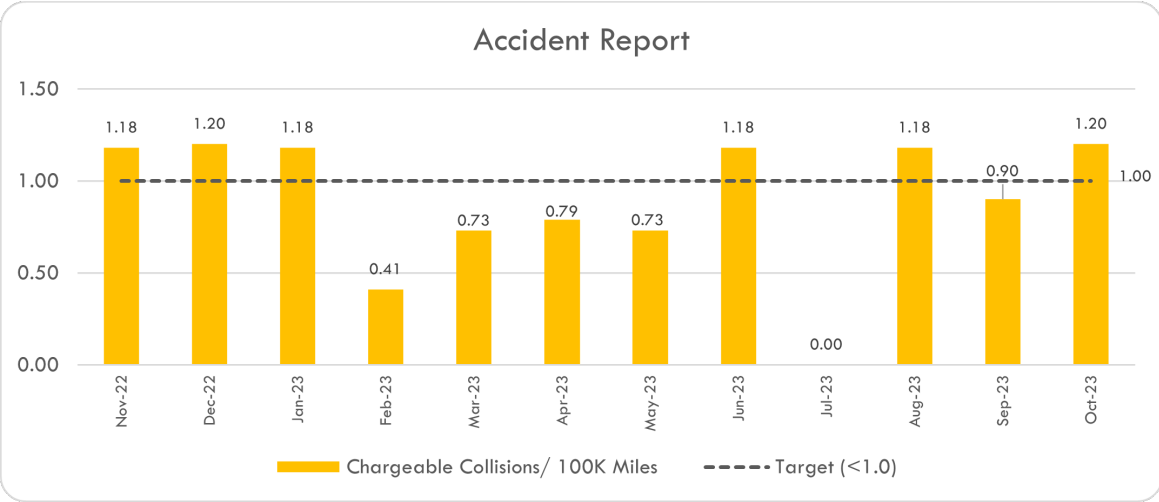
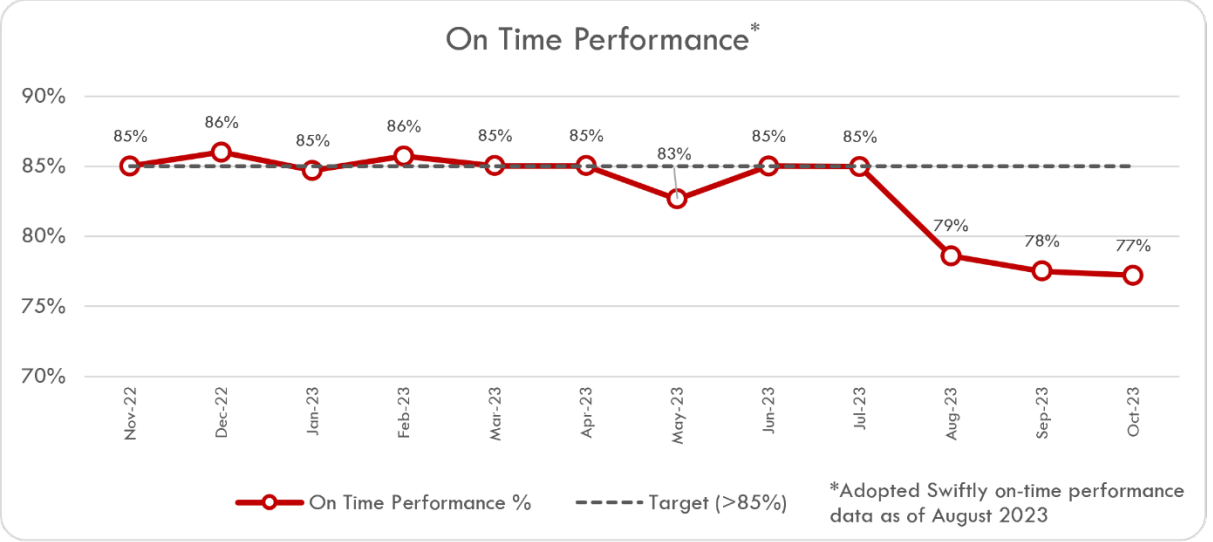
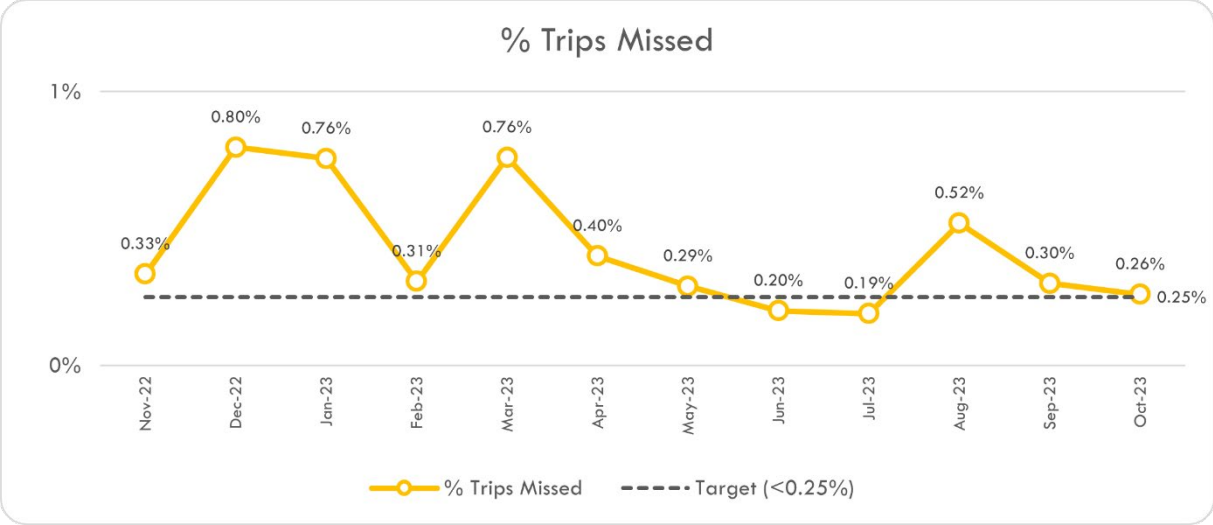
Passengers per hour in October was 15.3, which is the same as September 2023 and higher than October 2022 when passengers per hour was 15.0.

The percentage of missed trips in October was 0.26%, which is lower than the prior month when it was 0.30%.

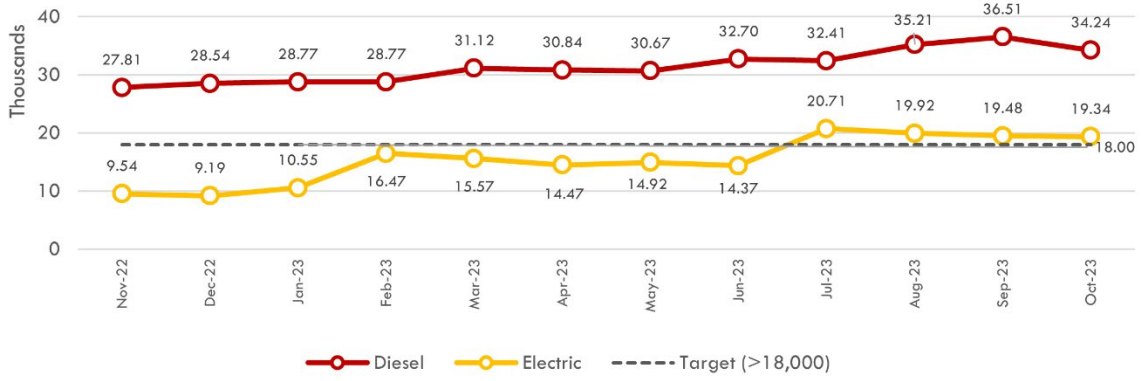
The number of miles between roadcalls was 27,872 miles in October, lower than the prior month in which there were 44,251 miles between roadcalls. The rolling 12-month average is 35,912 miles between roadcalls.

Of a total 251,298 passengers, 119,121 passengers had the potential to use a Clipper card aboard County Connection since 151,920 either used an employer or school pass or were on a free route. About 79.7% of the 119,121 potential Clipper card users paid using Clipper during this month.

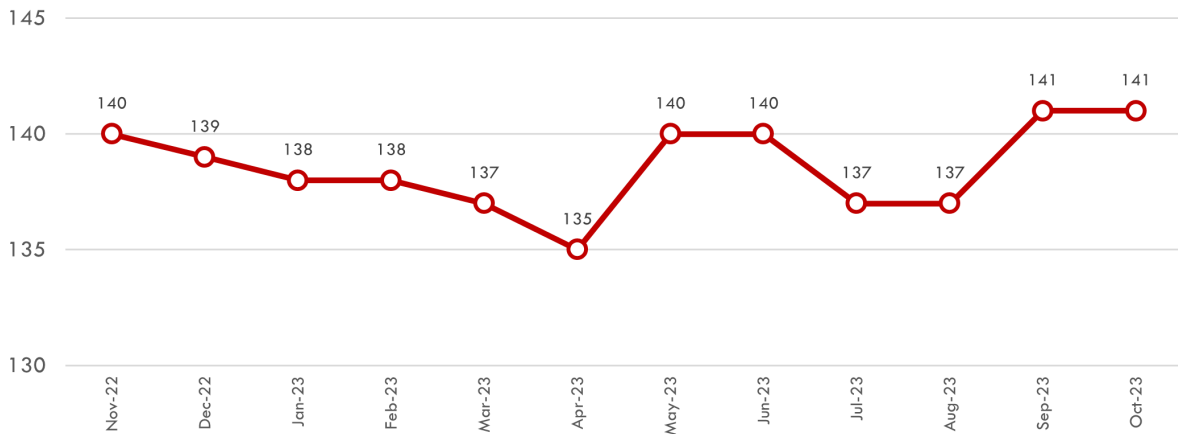




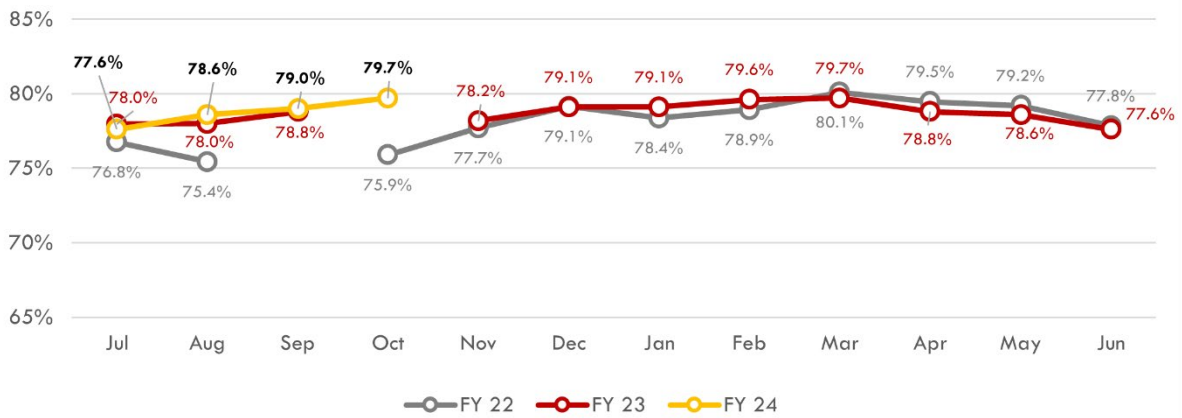
### Trailing 12-Month Miles Between Mechanical Road Calls



### Number of Operators



### % Clipper Usage



**To:** Operations & Scheduling Committee

**Date:** 12/20/2023

**From:** Pranjal Dixit, Manager of Planning

**Reviewed by:** MR

**SUBJECT:** Fixed Route Operating Reports for November 2023

The following represent the numbers that are most important to staff in evaluating the performance of the fixed route system:

	FY23-24		<u>Annual Goal*</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
<b>Total Passengers</b>	220,623	219,537	
<b>Average Weekday</b>	9,513	9,289	
<b>Pass/Rev Hour</b>	14.2	14.0	Standard Goal > 17.0
<b>Missed Trips</b>	0.32%	0.32%	Standard Goal < 0.25%
<b>Miles between Road Calls</b>	57,403	39,918	Standard Goal > 18,000

\* Based on current standards from updated S RTP

### Analysis

Average weekday ridership was lower in November 2023 (9,513 passengers) than the previous month of October 2023 (10,375 passengers) and is 10.3% higher than November 2022 (8,621 passengers).

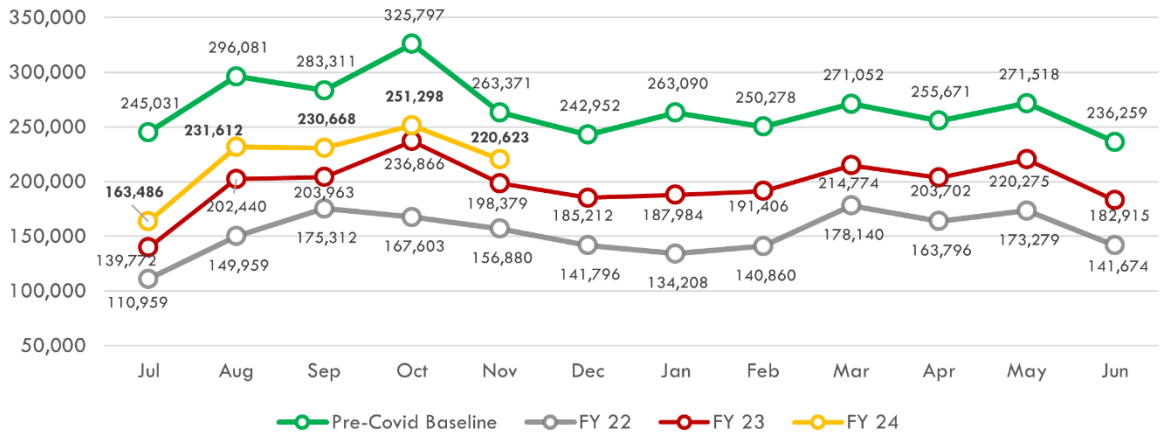
Passengers per hour in November was 14.2, which is lower than October 2023 and higher than November 2022 when passengers per hour was 12.8.

The percentage of missed trips in November was 0.32%, which is higher than the prior month when it was 0.26%.

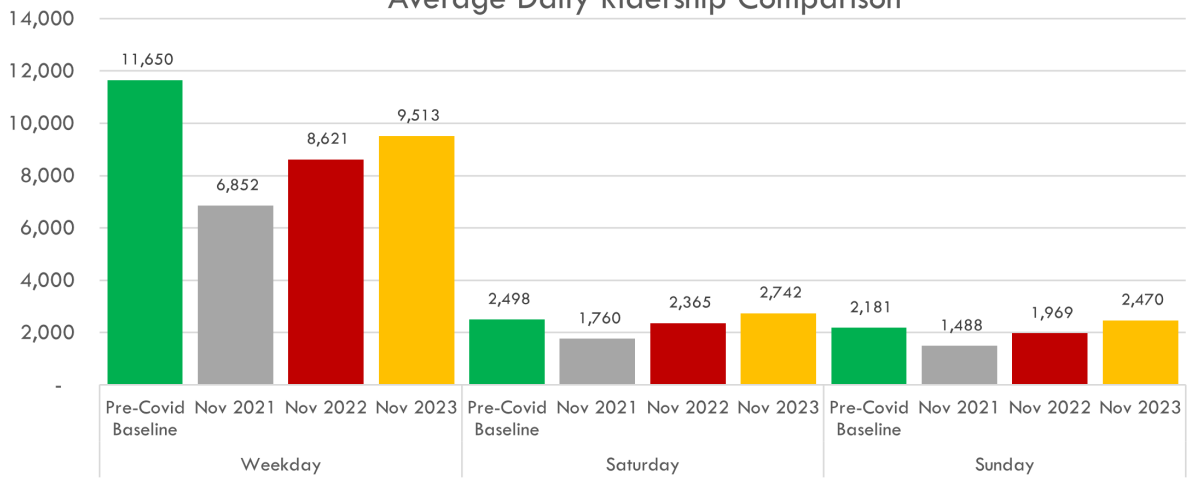
The number of miles between roadcalls was 57,403 miles in November, higher than the prior month in which there were 27,872 miles between roadcalls. The rolling 12-month average is 37,179 miles between roadcalls.

Of a total 220,623 passengers, 122,002 passengers had the potential to use a Clipper card aboard County Connection since 98,621 either used an employer or school pass or were on a free route. About 80.1% of the 122,002 potential Clipper card users paid using Clipper during this month.

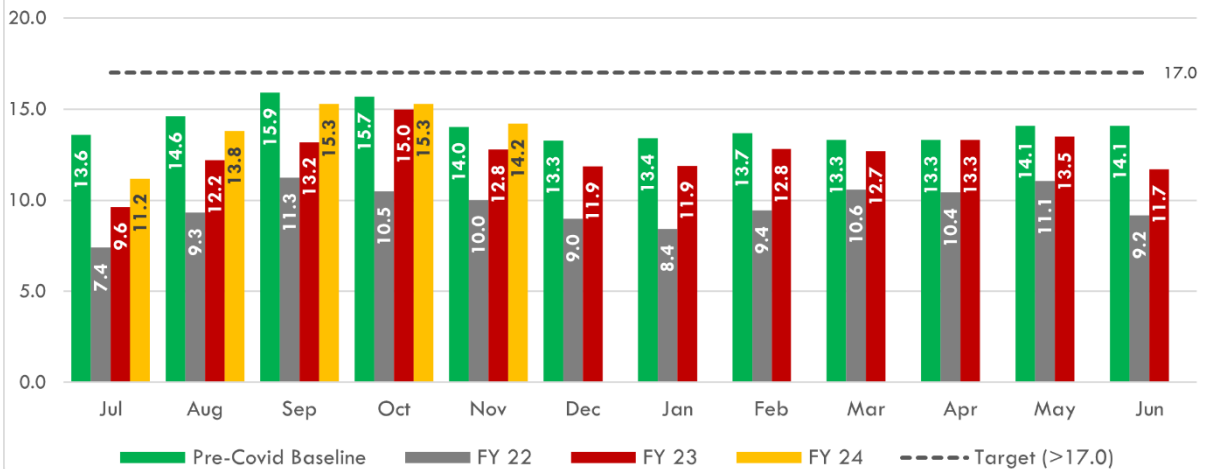
### Total Monthly Fixed Route Ridership



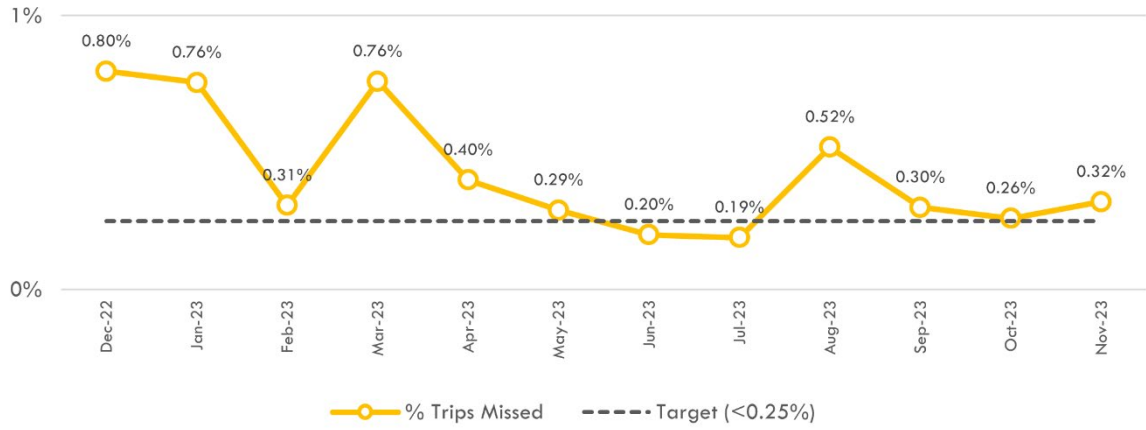
### Average Daily Ridership Comparison



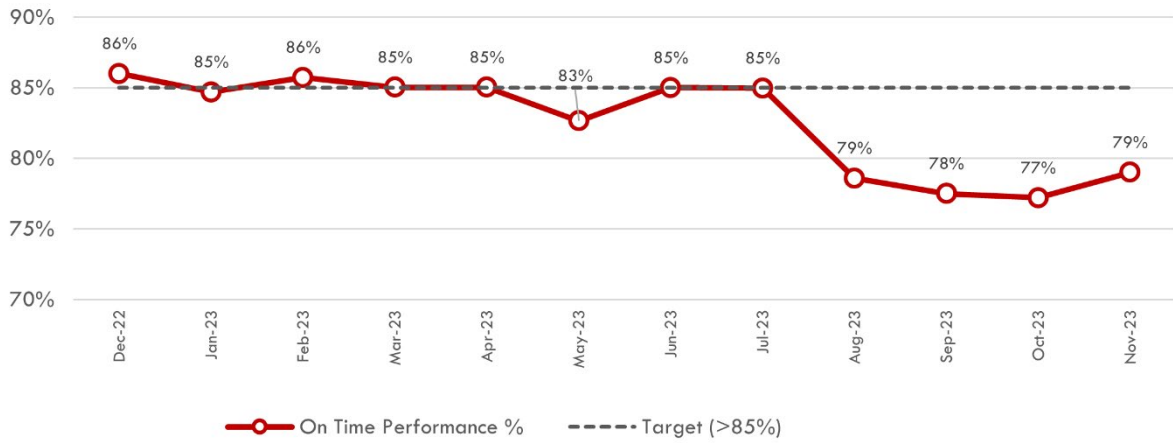
### Passengers/Revenue Hour



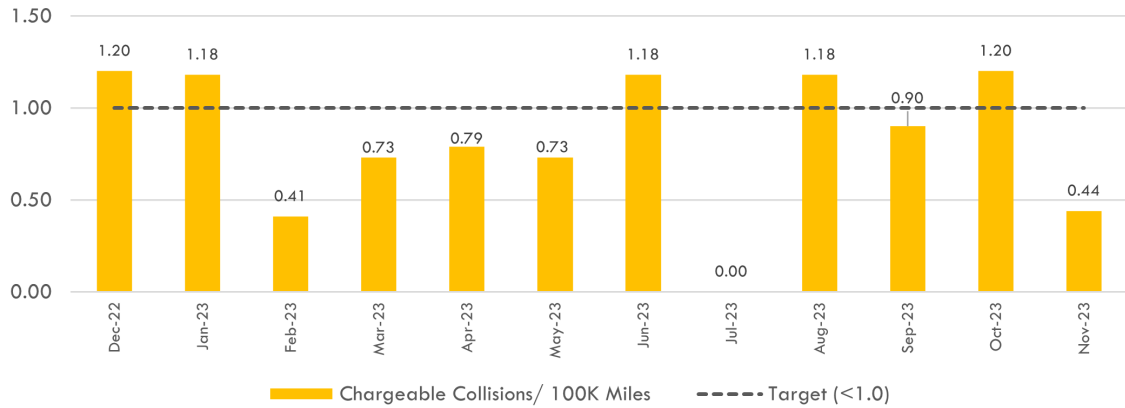
### % Trips Missed



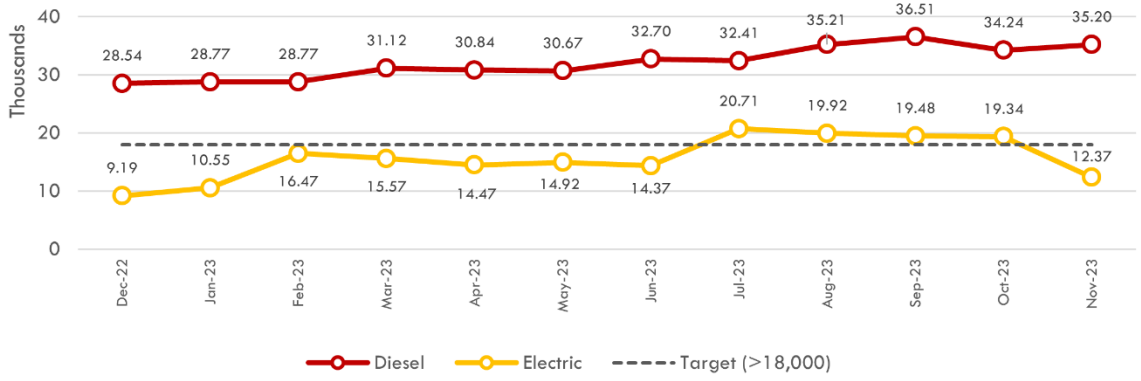
### On Time Performance\*



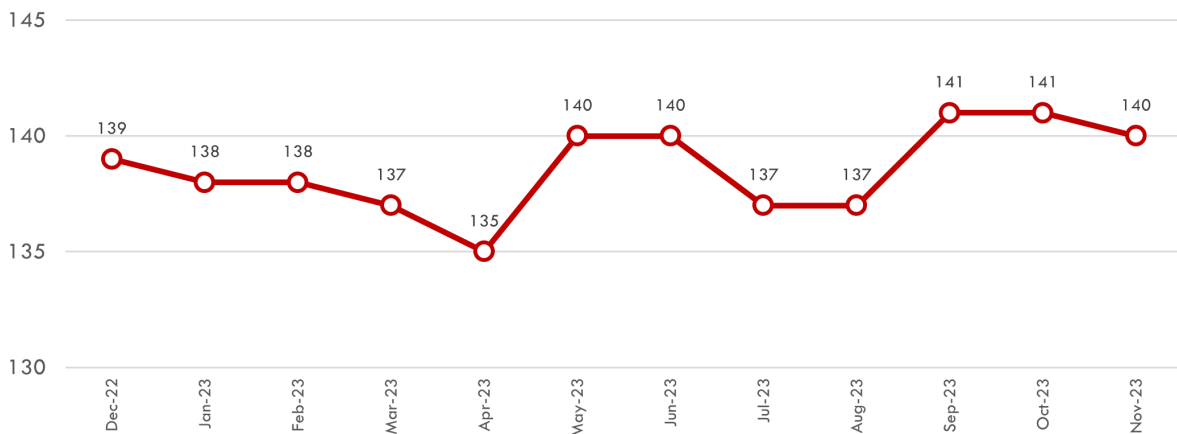
### Accident Report



### Trailing 12-Month Miles Between Mechanical Road Calls



### Number of Operators



### % Clipper Usage

